

<b>Reference #</b>	170129-001656
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 08:15 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:35 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:35 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comments / EO- Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:35 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 08:15 PM

I am disgusted by your agencies complicity with the new administration's executive orders. Federal courts have stopped what you started with your cowardice.

### Primary Contact

First Name:

Last Name:

Organization:

Login:

Title:

Contact Type:

Email: (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

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**Additional Information**

<b>Reference #</b>	170129-001656
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
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<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
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<b>Last Updated</b>	02/02/2017 07:08 AM
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<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comments / EO- Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:35 PM

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Compliments and Complaints Branch

Customer

01/29/2017 08:15 PM

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### Primary Contact

First Name:

Last Name:

Organization:

Login:

Title:

Contact Type:

Email: (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

**Additional Information**

<b>Reference #</b>	170128-000529
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 09:48 AM
<b>Date Initial Solution Response</b>	01/30/2017 01:37 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:37 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:37 PM

Good afternoon,

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/28/2017 09:48 AM

Please, please, please, please stand up for what is right and refuse to enforce Trump's insane and illegal and un-American executive order barring MUSLIM immigrants from certain countries from entering the US. PLEASE. For the love of America, please please please do the right thing. This will be a stain on US Customs and Border Patrol for the rest of time. This makes us less safe. You are detaining people who helped the US military in our wars in Iraq. You are detaining Muslims who stood by us and helped us at war. Please stop. Please, every one of you, stand up for what is right.

<https://www.nytimes.com/2017/01/28/us/refugees-detained-at-us-airports-prompting-legal-challenges-to-trumps->

[immigration-order.html?mwrs=Facebook&\\_r=0](#)

### Primary Contact

First Name:  
Last Name:  
Organization:  
Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

### Additional Information

<b>Reference #</b>	170128-000615
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 10:43 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:26 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:26 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:26 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/28/2017 10:43 AM

Dear US Customs and Border Protection - it was heartbreaking to see that immediately following Trump's illegal (<https://www.nytimes.com/2017/01/27/opinion/trumps-immigration-ban-is-illegal.html>) ban on Muslim immigration, your agents are complying - so far stopping two well vetted refugees who have actually spent years working for the US government themselves. Where are your agents morals, their humanity, and their conviction to stand up to what is wrong? I do believe there are some of you there who must be shocked, and horrified, and who are resisting this. Let the public know! I do hope your agency will quickly stop these kinds of actions, as they will soon be overruled. This is not

American - these are NOT our values.

Thank you

(b)(6)(b)(7)(C)

Portland, OR

### Primary Contact

First Name:

Last Name:

Organization:

Login:

Title:

Contact Type:

Email: (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information



<b>Reference #</b>	170128-000619
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 10:46 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:26 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/28/2017 10:46 AM

Trumps ban is illegal:  
<https://www.nytimes.com/2017/01/27/opinion/trumps-immigration-ban-is-illegal>

Why are your agents complying?

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170128-000627
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 10:54 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:34 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/28/2017 10:54 AM

Resist the executive order about "extreme vetting" of incoming people from designated countries. If you carry out this order, you are complicit with an undemocratic practice. STOP now!

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
  
**Login:**  
**Title:**  
**Contact Type:**  
  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
  
**Street**  
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### Additional Information

<b>Reference #</b>	170128-000752
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 12:15 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:19 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:19 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 01:19 PM**  
 Dear (b)(6)(b)(7)(C)

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/28/2017 12:15 PM**

I am writing to urge you to defy Trump's temporary refugee ban. As a student of criminal justice, I feel that it is unsafe and impractical to focus our efforts where research does not support goal outcomes. Not only is Trump allowing his business interests to direct this ban (he has excluded countries where he has business interests, which is a dangerous conflict of interest), but the research does not point to refugees and asylum seekers as a threat to US safety. I am writing this as a citizen who cares deeply about this country and who advocates for common sense and data-driven approaches to public safety.

Moreover, Trump's recent ban is unconstitutional. It is your moral and professional obligation to defy executive orders

that are outright illegal, unethical, and detrimental to this country. I can make arguments about the spirit of our country, of our obligation and duty to not repeat the tragedies of history, to see the humanity in those fleeing war. But I wish to appeal to your reason first and foremost: Trump's ban is unethical and in direct conflict with the United States Constitution. It in fact endangers the public to base policy off of emotion and biased beliefs rather than data.

You have the power to organize. You have the power to ensure that this does not continue. It is not your duty to mindlessly obey a tyrant; it is your duty to protect the American people, to object when human dignity is being challenged, and to carry out your work ethically.

Sincerely,

(b)(6)(b)(7)(C)

#### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

#### Additional Information

<b>Reference #</b>	170128-001195
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 06:08 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:51 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/28/2017 06:08 PM

Today, LEGAL residents of the United States that have CURRENT green cards and work/student visas are being DENIED access to their lives. YES... THEIR LIVES! They have families, jobs, homes, etc HERE in the US. HOW in the HELL can you uphold an executive order that defies what is legal? This order is ILLEGAL and UNCONSTITUTIONAL. This is not a time of war. This is racism and bigotry at its most grand.

Stand up for what is right.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**

**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170128-001323
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 09:07 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:42 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/28/2017 09:07 PM

I demand that all persons regardless of religious beliefs be allowed to enter the United States.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170128-001353
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 09:55 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:07 PM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer**

**01/28/2017 09:55 PM**

Why are you carrying out President Trump's silly and dangerous executive order, without waiting for more clarity from Congress or the courts? The executive order is unjust, xenophobic, and probably illegal. People who hold US green cards, or who have completed a lengthy vetting process, are being turned away at ports of entry, or told they have to return to their country of origin. In some cases, their lives are in great danger in their country of origin.

Help our country by resisting this dictatorial order.

Thank you,  
(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170128-001380
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 10:41 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:23 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:23 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:23 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/28/2017 10:41 PM**

Since the non entry of people today is unconstitutional, I cannot understand the cruel and unusual treatment of people at airports by you. You are charged with following the constitution, not the reckless command by a deranged so called president. Why didn't you just do your job as usual and tell trump to give you requests that are legal. The duress of so many people who are exhausted by travel then subjected to handcuffs and detention, in im sure miserable circumstances is inhumaine. Are you feeding them? Are you ensuring they get medicine needed and medical care if elderly, are you providing children with food and activities to reduce the stress on them and their mothers? Have you no



guts. This dictator of ours is wrong, don't be complicit.

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-000012
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 12:17 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:42 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment- EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 12:17 AM

Dear Commissioner,

I am writing to ask that you and those dedicated civil servants whom you oversee uphold your oath to the Constitution and the laws of the United States by refusing to enforce the president's illegal executive order suspending entry to the country for nationals of seven Muslim-majority nations. The order, which currently excludes legal permanent residents and dual citizens from entering the United States, is clearly illegal. Under the Immigration and Nationality Act of 1965, "No person shall... be discriminated against in the issuance of an immigrant visa because of his... nationality [or] place of birth." (8 U.S.C. § 1152(a)) Banning legal permanent residents from entering the country on the basis of national origin clearly violates both the letter and spirit of this statute.

Not only do you have a moral obligation not to enforce an illegal executive action, but you are also protected from adverse action being taken against you for such a refusal. Under 5 U.S.C. § 2302(b)(9)(D), agencies cannot "take or fail to take, or threaten to take or fail to take, any personnel action against any employee or applicant for employment... for refusing to obey an order that would require the individual to violate a law." You have an obligation to act

I am asking, as a fellow citizen, that you continue your agency's longstanding commitment to the enforcement of our nation's laws by refusing to enforce President Trump's executive action against legal permanent residents and dual nationals. You would enjoy the protection of federal law in doing so.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170129-000015
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 12:20 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:45 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:45 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 02:45 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

**01/29/2017 12:20 AM**

There's are CBP officials violating a Federal Court order at Dulles Airport. Come to your senses before a Constitution is shredded.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:** [REDACTED]

**Login:**  
**Title:**  
**Contact Type:**

Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-000057
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 01:41 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:05 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:05 AM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/31/2017 08:05 AM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 01:41 AM**

CBP is disobeying federal orders by deporting legal visitors against court orders. This is a federal felony and is EXTREMELY ILLEGAL.

This is America. If you don't want to obey the courts and don't care about American values, maybe you need to leave the country. Otherwise, you will end up in jail.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** (b)(6)(b)(7)(C)  
**Organization:**

Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-000101
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 02:42 AM
<b>Date Initial Solution Response</b>	01/30/2017 01:20 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:20 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comments - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 01:20 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 02:42 AM**

This isn't about illegal aliens, this is about the CBP committing illegal actions of its own; the detainment of refugees & immigrants over the president's illegal executive order was bad enough, but now I'm hearing the CBP is pressuring these poor men, women, & children to sign I-407's? That part may not be illegal, but it's definitely disgusting.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** (b)(6)(b)(7)(C)  
**Organization:**

Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**



<b>Reference #</b>	170129-001299
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 04:18 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:50 PM
<b>Customer SmartSense</b>	-3 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 04:18 PM

My local airport is IAD Washington Dulles. We here have heard complaints that CBP is not following the rule of law in allowing Congresspeople on site to make contact with the detainees. I am furious with CBP and demand that they follow the rule of law.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170129-001412
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 05:15 PM
<b>Date Initial Solution Response</b>	02/01/2017 07:57 AM
<b>Last Updated</b>	02/02/2017 07:02 AM
<b>Date Closed</b>	02/01/2017 07:57 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **02/01/2017 07:57 AM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 05:15 PM**

To whom it may concern,  
 I believe you are in direct violation of a federal judge's order by not allowing lawyers to speak with the detainees who you are detaining at Dulles Airport. They are here legally. You are on the wrong side of the law and I would hope that you will correct this issue. I am concerned that you are escalating an already sensitive situation and you have no legal leg to stand on.  
 Please explain why you are ignoring a federal judge's court order.

Respectfully,  
 (b)(6)(b)(7)(C)

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001728
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 09:45 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:24 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:24 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 02:24 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 09:45 PM**

I am so saddened by the news about detained immigrants at our American airports, land of the brave and home to the free! Both my mother and father were refugees during World War II. This executive order of Trump reminds me so much about my father's unfortunate journey. He was on the last boat out of Germany, filled with over 500 German Jews going to Cuba. This "Voyage of the Damned", (look up the movie!), was not able to land in Cuba, where it was headed. America said "NO ENTRY" and many of these 500 people were sent back to Europe, only to later be killed by Nazi's. We are remembering our past now, and our history, and are speaking up to say , NEVER AGAIN!

Release all detained immigrants now!

We urge you to refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia.

We urge the workers of Customs and Border Protection to refuse compliance with Trump's executive order banning immigrants from 7 Muslim-majority countries.

We know that detainees, like many people, are fleeing for their lives in large part because of US policy and military action in their countries of origin. Turning them away, could mean a death sentence.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170129-001756
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 10:19 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:32 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:32 PM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response (b)(6)(b)(7)(C)**

**01/30/2017 02:32 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 10:19 PM**

The recent federal ban on immigrants from specific Muslim countries is unethical and antithetical to American values. It is also extremely dangerous and damaging for legal immigrants, visa holders, and green card holders.

I urge you to refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia, and to exert your authority to act on it.

We, in the San Francisco Bay Area will fight to remain a sanctuary city and will not allow people to be racially profiled based on national origin. We have no tolerance for racism, xenophobia or Islamophobia. We know that this family, like

many people, are fleeing for their lives in large part because of US policy and military action in their countries of origin. Turning them away, could mean a death sentence.

Sincerely,

(b)(6)(b)(7)(C)

#### **Primary Contact**

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

#### **Additional Information**

<b>Reference #</b>	170130-000000
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:02 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:18 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:18 AM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/31/2017 08:18 AM**

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 12:02 AM**

Unlawful detention of green card and visa holders at US airports under unconstitutional presidential order. American citizens are concerned by the invasion of privacy, denial of counsel and ill treatment being reported from Dulles and other airports. This is not a police state. Why are you responding to the outrageous actions of an unstable man? Be reasonable. Be lawful. America depends on you and you are causing ill will around the world. This is unacceptable.

### Primary Contact

**First Name:**

**Last Name:**



**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170130-000004
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:06 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:19 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:19 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/31/2017 08:19 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 12:06 AM**

"I was just following orders" is not an adequate defense when the orders are inhumane, illegal, and unconstitutional. It has never been an adequate defense.

Let these refugees and legal immigrants into our country. I call upon you to resist the ban on immigrants from 7 muslim-majority countries and the ban on Syrian refugees.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170130-000189
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 02:59 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:37 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:37 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:37 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

01/30/2017 02:59 AM

Discontinue your department's refusal to follow the federal court order to temporarily restrain the executive order regarding immigrants, refugees, and green card holders. Do not continue to disregard the Constitution of the United States.

Due process to equal protection under the law.

The Constitution requires the executive branch to obey court orders as a check on its power.

### Primary Contact

**First Name:**

**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-001617
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 11:11 AM
<b>Date Initial Solution Response</b>	01/30/2017 01:40 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:40 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response (b)(6)(b)(7)(C)**

**01/30/2017 01:40 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 11:11 AM**

Dear Sir or Madam,  
I am writing because I would like to register my anger, dismay, and disgust that Customs and Border Protection did not follow the orders of the Judicial Branch this weekend and that officers of the CBP refused to meet with members of Congress at airports this weekend.  
I would like an explanation as to why CBP seems to feel like it is above the rule of law and why it is not answering to the Judicial Branch.

Regards

(b)(6)(b)(7)(C)  
Chicago, IL

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-003124
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 04:35 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:25 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/30/2017 04:35 PM

It has been widely publicized that customs and border patrol agents acted in defiance of a Virginia federal court judge order on 1/29 by refusing to allow legal permanent residents access to lawyers while they were detained in Dulles airport. Government agencies are REQUIRED by law to act in accordance with the federal courts. Federal court orders supersede executive orders - and provide the check and balance system that our founders built into the constitution. These checks and balances exist for a reason and there is no agency in our government that is above the law. Hence, I would like a public response as to why these agents refused to follow these orders and what will be done to discipline them. Further, I would like a public response as to what training the agents and supervisors within this agency are going to undertake to ensure that they understand the law and what is mandated by the constitution and follow it going forward.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
  
**Login:**  
**Title:**  
**Contact Type:**  
  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information



<b>Reference #</b>	170130-001793
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 11:46 AM
<b>Date Initial Solution Response</b>	01/30/2017 03:45 PM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/30/2017 03:45 PM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 03:45 PM**

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 11:46 AM**

America is watching, and your agents who defy court orders are acting AGAINST THE LAW and will be held accountable in a COURT OF LAW. CPB agents CANNOT defy court orders and if they do, they should be fired IMMEDIATELY.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170128-000707
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 11:48 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:01 AM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/31/2017 08:01 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:01 AM

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/28/2017 11:48 AM

I am horrified and dismayed by reading the New York times article today that two fully cleared refugees were detained at the airport on arrival, and that a CBP customs agent's answer was: "take it up with the President."

As an agency, and a country, we need to do better than this. Lest we forget, we are a nation of immigrants, and a nation of processes. From the outside what I see is an extremely chaotic transition, with no regard for due process, fundamental human rights, or human decency.

### Primary Contact

First Name:

**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170128-001033
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 03:55 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:30 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:30 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>Incident Date</b>	01/27/2017 12:00 PM
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 01:30 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

**01/28/2017 03:55 PM**

Dear Sir/Ma'am:

We are a country of immigrants, and a country of laws. Sadly, your organization is currently faced with a terrible dilemma -- whether to follow an executive order, or follow established law.

President Trump's executive order is having the ill-intended effect of requiring you to detain law-abiding, tax-paying, resident aliens and visa-holders who are trying to return to their homes and/or schools after being out of the country on vacation or business. This is not only happening at Kennedy International Airport, but at airports around the country. Additionally, at airports around the world, resident aliens and visa-holders are being denied carriage to the US.

However, this country has existing laws as which protect the rights of all residents, not just US citizens. Most relevant to CBP is the Immigration and Naturalization Act (INA), which forbids discrimination on the basis of race, nationality, place of birth, or place of residence. This executive order is in direct conflict with the INA, and I urge CBP to do everything within its power to allow law-abiding, legal residents and visa holders to return to the USA immediately.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:**  
**Login:** (b)(6)(b)(7)(C)  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country** United States

### Additional Information

<b>Reference #</b>	170128-001069
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 04:18 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:47 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/28/2017 04:18 PM

I'm filing a complain in re: to the two Syrian families who were detailed on the morning of Jan., Saturday 28th, 2017. According to a story on NBC10 Philadelphia, the two families were then sent back to Syria, by way of Qatar.

These people were coming into the country legally.

To know that they were detained simply because of the type of passport they were in possession of is anathema to the U.S.

Please know that I will not stand for this.

<http://www.nbcphiladelphia.com/news/local/Two-Syrian-Families-Detained-at-Philadelphia-International-Airport-Told-to-Fly-Back-Family-Member-Says-412047173.html>

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170128-001085
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 04:26 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:13 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:13 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Flight Number</b>	
<b>Dist Field Office</b>	New York
<b>Incident Date</b>	01/28/2017 12:00 PM
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Departing 3rd
<b>NEXUS Number</b>	
<b>SENTRI Number</b>	
<b>FAST Number</b>	
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:13 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer (b)(6)(b)(7)(C)

01/28/2017 04:26 PM

Per Trump's executive order, CBP at LAX is currently denying all non US Citizens, regardless of background, entrance into the US if originally from the 7 listed countries. Lawfully approved visas are being denied on the spot and Legal Permanent Residents are being held in secondary simply due to Nationality, even being told to return "home". This is UNAMERICAN and I am utterly disgusted, saddened, and angered. Do you honestly believe in this policy? May God help you. We are ALL immigrants in the country and the power is in your hands to fight back.



### Primary Contact

First Name: (b)(6)(b)(7)(C)  
Last Name: [REDACTED]  
Organization:  
Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code (b)(6)(b)(7)(C)  
Country

### Additional Information

Carrier-Vessel Name:  
Employee Name/Badge Number:  
GE Number:

<b>Reference #</b>	170128-001207
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 06:30 PM
<b>Date Initial Solution Response</b>	01/30/2017 03:44 PM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/30/2017 03:44 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment- EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 03:44 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/28/2017 06:30 PM

I would like to add my voice to the chorus that demands the immediate release of persons being detained in JFK airport in New York, as well as all over the country. Such detention of persons already possessing proper visas is disgusting, disgraceful, and cruel. (b)(6)(b)(7)(C) and his son, (b)(6)(b)(7)(C) and the "countless others" mentioned by news outlets and advocacy groups MUST BE RELEASED and allowed to peacefully enter our country. In order to get their US visas, they were already rigorously vetted, according to the very strict laws that were already in place prior to Trump's executive order. I do not support the ban in any way, shape, or form; but at the very

least, we MUST allow a grace period during which persons already in possession of US Visas and/or already traveling at the time the ban was signed can make good on their legally earned opportunity to enter the US.

This is not what our country stands for. Our country is a nation of, by, and for immigrants. And we make our country safer by accepting carefully vetted refugees; by wholesale refusing them entry in an act of blatant Islamophobia, we fuel the fire for terrorist organizations like ISIS that actually threaten us. We give substance to their propaganda about the US being a monstrous enemy deserving of destruction by enacting a ban that is truly monstrous.

My parents and I were all born and raised in this country, in New England. My grandparents on my father's side were Jewish refugees from Germany and Austria during the Holocaust. My grandmother's entire immediate family and most of her relatives died in concentration camps, but at age 17 she was able to escape-- she went first to Britain, and eventually through Ellis Island, alone, and re-started a semblance of a life in New York and then Connecticut. Life was brutal, but she found asylum in this country. She made a future in this country, and it still lives in me, and my brothers, and my cousins. Not everyone was so lucky during World War II. Our country has a chilling history of refusing Holocaust refugees. According to Vox.com, "At one point, the US literally turned away a ship of 900 German Jews. Shortly afterward, it rejected a proposal to allow 20,000 Jewish children to come to the US for safety." The writer describes this refusal as "a moral stain on the nation's conscience" one that "led the US and other countries, after the war, to create a way for persecuted people to seek and find refuge. Modern refugee policy, in other words, is largely a response to the failures of the Holocaust era." (As a hardworking citizen with a job and a to-do list, I don't have time at the moment to fully cite and source the information from Vox, but if you need historical evidence, let me know and I'm happy to provide it.)

Let us not repeat our darkest mistakes. We must be careful, and vet out persons who truly aim to commit acts of violence, but we MUST provide asylum for those in need.

Please, please, hear us. The hundreds of thousands of US citizens who are left terrified, heartbroken, and furious in the wake of this ban.

I hope I hope I hope against hope that my voice means something in this democracy, and that I can get through to some real human being on the other side of this email. I tried to call but I couldn't get through and the voicemail was full.

Sincerely,

(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

(b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170128-001370
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/28/2017 10:24 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:20 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:20 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Flight Number</b>	
<b>Dist Field Office</b>	New York
<b>Incident Date</b>	01/28/2017 12:00 PM
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Departing 3rd
<b>NEXUS Number</b>	
<b>SENTRI Number</b>	
<b>FAST Number</b>	
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 02:20 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

**01/28/2017 10:24 PM**

18 people are being illegally held at O'Hare airport due to Mr. Trump's racist and xenophobic executive order. The People of Chicago demand you uphold Judge Ann M. Donnelly's stay immediately: release these 18 people now!

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street (b)(6)(b)(7)(C)  
City  
State/Province  
Postal Code  
Country

**Additional Information**

Carrier-Vessel Name:  
Employee Name/Badge Number:  
GE Number:

<b>Reference #</b>	170129-000059
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 01:45 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:05 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Unsubstantiated
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous comment - EO Protecting the Nation from Foreign Terrorst Entry

### Discussion Thread

**Customer (Anonymous Illegal activity)** 01/29/2017 01:45 AM

YOU ARE DOING ILLEGAL ACTIVITIES! FOLLOW THE FEDERAL COURT ORDER!

### Primary Contact

**First Name:** Anonymous

**Last Name:** Illegal activity

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170129-000107
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 02:47 AM
<b>Date Initial Solution Response</b>	01/30/2017 01:21 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:21 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 01:21 PM**  
 Dear (b)(6)(b)(7)(C)

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 02:47 AM**

What you people are doing is not only illegal, given the federal stay in place, but disgusting as human beings. I hope you realize that your actions are being observed, and will carry consequences!

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** (b)(6)(b)(7)(C)  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**



Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-000584
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 09:25 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:07 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:07 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/31/2017 08:07 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 09:25 AM**

Last night on Saturday January 28th, multiple judges issued stays of an Executive Order put out by Trump regarding immigrants from seven specific countries.. My complaint is that reports show that for hours afterwards, your agents broke the law and ignored those judges, and instead followed the illegal and immoral executive order. Now, those were stays, the order might hold up in court in time, but I would like a response as to why your agency feels you are above the law and can simply do whatever you want. I point in particular to the Los Angeles Airport, where your agents hung up on two congress people as they were trying to help two people be seen by immigration lawyers, as required by the stays issued by those judges.

It is hard to have faith in your organization when you are so quick to ignore the law when it is inconvenient. This is a very fluid situation, and it is possible you have upheld the rights of every immigrant from those seven countries, but right now that does not seem to be the case.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:** (b)(6)(b)(7)(C)  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street:** (b)(6)(b)(7)(C)  
**City:**  
**State/Province:**  
**Postal Code:**  
**Country:**

### Additional Information

<b>Reference #</b>	170129-000793
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 11:32 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 03:16 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 11:32 AM

This Muslim ban is not what America is about. Many of those detained have gone thru the long process to be citizens to live, work, play in this country. Why are you detaining them. Where has it shown citizens from this ban have attacked our people or lands? Where is Saudi Arabia? Why is that the countries that Trump does business that have attacked and killed people in our country are not on this ban? You are making us more unsafe

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
  
**Login:**  
**Title:**  
**Contact Type:**  
  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170129-000914
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 12:46 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:41 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous - EO Protecting the Nation from Terrorist Entry

### Discussion Thread

**Customer**

**01/29/2017 12:46 PM**

I am deeply concerned about the unlawful detention of legal U.S. residents as a result of Donald Trump's Executive Order about international travel. Dozens of innocent people are being detained without legal representation for no reason other than their travel plans or country of origin. This is immoral and illegal and I ask you to take action to protect legal residents and travelers.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170129-000922
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 12:51 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:58 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:58 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

01/30/2017 01:58 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

01/29/2017 12:51 PM

Dear Customs and Border Patrol,

As an American who travels overseas on a regular basis, I appreciate the work you do. That said, as an American who believes in the rule of law, I was stunned to read reports that the CBP ignored the rulings of Federal Judges in the matter from both the Fourth Circuit and the Eastern District of New York. I hope to hear that if these allegations are false. However, if CBP officers broke the law that they must be appropriately disciplined. Representatives of the CBP may not pick and choose what laws they choose to follow.

Thank you for your consideration,

(b)(6)(b)(7)(C)

**Primary Contact**

**First Name:** (b)(6)(b)(7)(C)

**Last Name:** [REDACTED]

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170129-001039
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 01:54 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:41 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:41 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:41 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 01:54 PM

We urge you to not only say you refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia, but to exert your authority to act on it.

As elected officials of San Francisco, a sanctuary city, it is your responsibility to ensure that it remains and acts as a sanctuary. We urge you to come down to SFO and demand that CBP release all people being detained.

We, in the San Francisco Bay Area will fight to remain a sanctuary city and will not allow people to be racially profiled based on national origin. We have no tolerance for racism, xenophobia or Islamophobia. We know that this family, like



many people, are fleeing for their lives in large part because of US policy and military action in their countries of origin. Turning them away, could mean a death sentence.

#### **Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

#### **Additional Information**

<b>Reference #</b>	170129-001083
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 02:23 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:08 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:08 AM
<b>Customer SmartSense</b>	-3 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response (b)(6)(b)(7)(C)**

**01/31/2017 08:08 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 02:23 PM**

I heard you defied court orders in Dulles. Civil rights violations are a serious crime you racist assholes.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

**Additional Information**

<b>Reference #</b>	170129-001136
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 02:50 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:22 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:22 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:22 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 02:50 PM

We urge you to refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia. We urge you to refuse compliance with Trump's executive order banning immigrants from 7 Muslim-majority countries. We, in the San Francisco Bay Area will fight to remain a sanctuary city and will not allow people to be racially profiled based on national origin. We have no tolerance for racism, xenophobia or Islamophobia. We know that this family, like many people, are fleeing for their lives in large part because of US policy and military action in their countries of origin. Turning them away, could mean a death sentence. Thank you for taking this action against racism and for justice.

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001207
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 03:31 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:18 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:18 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:18 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 03:31 PM

I appreciate the work CBP officials do every day. As a US citizen and frequent international traveler I have the opportunity to interact with CBP officers several times a year. I recognize the need to balance being welcoming with protecting the country. I understand that as an executive agency that CBP must follow executive orders, except when they conflict with US law. As a citizen and tax payer I expect CBP to uphold and exemplify our democratic values. It is disheartening to see good people with valid visas and residency permits detained, denied entry or blocked from travel to the United States. I call on CBP to implement the recent executive order in manner that is consistent with US

law and upholds our core values. The numbers being denied entry to the US may be small but the negative impact on those individuals and their loved ones as well as on our democracy, values and relationship with people around the world is huge. Doing what is right requires courage. May you have courage.

"If an elephant has its foot on the tail of a mouse, and you say that you are neutral, the mouse will not appreciate your neutrality." — Desmond Tutu

### **Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### **Additional Information**

<b>Reference #</b>	170129-001341
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 04:39 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:10 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:10 AM
<b>Customer SmartSense</b>	+2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/31/2017 08:10 AM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 04:39 PM**

As an American citizen, I am asking you to cease and desist detaining Muslim people. This directive has been declared unconstitutional and by enforcing this illegal directive, you are guilty of violating rights as outlined in the Constitution of the United States. Federal judges have ruled against this directive so you must stop any further action and allow Muslims with proper documentation to freely enter the United States of America - HOME OF THE FREE AND THE BRAVE - lest you forget the foundation upon which this country was founded.

Very truly yours,

(b)(6)(b)(7)(C)



**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001346
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 04:40 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:11 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:11 AM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/31/2017 08:11 AM**

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 04:40 PM**

YOU SHOULD ALL RESIGN BECAUSE OF YOUR SHAMEFUL ACTIONS TOWARD INNOCENT PEOPLE WITH VALID TRAVEL DOCUMENTS! CONFISCATING MEDICATION FROM ELDERLY AND ILL PERSONS W/ PERMANENT RESIDENCY! KEEPING THEM ISOLATED AND WITHOUT COMFORT.

I CANNOT EXPRESS MY OUTRAGE THAT YOU WOULD DEFY A FEDERAL JUDGE'S ORDER TO ADMIT PEOPLE WITH VALID ENTRY DOCUMENTS. WHERE IS THE RULE OF LAW? IF WE DON'T HAVE THAT, WE DON'T HAVE A COUNTRY.

A LOT OF PEOPLE IN THE US HAVE THE OBJECTIVE OF

DESTROYING US, AND YOU ARE JUST PLAYING RIGHT  
INTO THEIR HANDS!

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001368
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 04:50 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:19 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:19 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:19 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 04:50 PM

It is frightening to me to witness a federal agency defy a federal judges order. Its as if you have gone rough and are now an enemy of the United States of America. Is this the beginning of coupe? Should I be worried for my families safety? I am very serious and I want a response from someone in authority. I also do not want my name put on some agency enemies just because I am scared and asking a legitimate question.

(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001392
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 05:04 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:22 PM
<b>Last Updated</b>	02/02/2017 07:03 AM
<b>Date Closed</b>	01/31/2017 03:25 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

~~FOUO - Law Enforcement Sensitive~~ (b)(6)(b)(7)(C) 01/31/2017 03:25 PM  
Closing without response

**Customer** (b)(6)(b)(7)(C) 01/31/2017 02:00 PM

I am reopening this complaint as it was not resolved to my satisfaction. A federal judge has temporarily blocked the executive order and you continue to detain individuals and deny them access to counsel. YOU are not complying with the federal judge's ruling. You are breaking the law. There are checks and balances on the Executive Office. the Judicial Branch is one of our checks. Please cease and desist with your enforcement of an illegal order.

**Response** (b)(6)(b)(7)(C) 01/30/2017 01:22 PM  
Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry to the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) 01/29/2017 05:04 PM

Your office is complying with an illegal order to detain legal residents, green card holders, visa holders, etc. at airports across the country. You are breaking a law set forth by our constitution that allows freedom of religion, by targeting Muslims. Resist. Donald Trump has no right to order you to hold these people

or prevent them from counsel. We will support the ACLU in fighting what your officers are enforcing and we will complain to our senators and representatives about your offices complying with the illegal Presidential order.

#### Primary Contact

First Name: (b)(6)(b)(7)(C)  
Last Name: [REDACTED]  
Organization: [REDACTED]  
Login: (b)(6)(b)(7)(C)  
Title: [REDACTED]  
Contact Type: [REDACTED]  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1: [REDACTED]  
Email - Alternate #2: [REDACTED]  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone: [REDACTED]  
Fax: [REDACTED]  
Assistant Phone: [REDACTED]  
Home Phone: [REDACTED]  
Street  
City  
State/Province  
Postal Code  
Country

#### Additional Information

<b>Reference #</b>	170129-001394
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 05:05 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:23 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:23 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 01:23 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 05:05 PM**

I am writing to urge you to:

- 1) Refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia; and
- 2) Refuse compliance with Trump's executive order banning immigrants from 7 Muslim-majority countries.

We, in the San Francisco Bay Area will fight to remain a sanctuary city and will not allow people to be racially profiled based on national origin. We have no tolerance for racism, xenophobia or Islamophobia.

We know that this family, like many people, are fleeing for their lives in large part because of US policy and military



action in their countries of origin.

Turning them away, could mean a death sentence.

Thank you for taking this action against racism and for justice.

(b)(6)(b)(7)(C)

San Francisco, CA

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170129-001450
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 05:38 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:02 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 02:02 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:02 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 05:38 PM**

The President of the United States issued an illegal executive order and the CBE should refuse to enforce it until the Supreme Court weighs in on the legality of such order. President Trump has broken the law.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** (b)(6)(b)(7)(C)  
**Organization:** (b)(6)(b)(7)(C)

**Login:**  
**Title:**

Contact Type:

Email: (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

<b>Reference #</b>	170129-001479
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 05:56 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:21 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:21 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:21 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/29/2017 05:56 PM**

I am extremely disheartened to hear of CBP employees not complying with the federal court orders that block deportation of those affected by President Trump's immigration and travel ban. I understand that this is a very difficult situation and that CBP employees may be receiving conflicting information. Please know that this ban is unconstitutional, illegal, and ineffective, and that the eyes of the world are on us right now. It is imperative that CBP comply with the court order and do what is right to uphold the most important American values. Thank you for your time and hard work.

### Primary Contact

First Name: (b)(6)(b)(7)(C)  
Last Name: [REDACTED]  
Organization:  
Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street (b)(6)(b)(7)(C)  
City  
State/Province  
Postal Code  
Country

### Additional Information

<b>Reference #</b>	170129-001502
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 06:10 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:33 PM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 06:10 PM

Your actions at Dulles and other airports are reprehensible and absolutely sickening. Unamerican and vile. History will remember. This is not America, and you are disgusting.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170129-001503
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 06:14 PM
<b>Date Initial Solution Response</b>	02/01/2017 07:57 AM
<b>Last Updated</b>	02/02/2017 07:02 AM
<b>Date Closed</b>	02/01/2017 07:57 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comments - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **02/01/2017 07:57 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 06:14 PM**

I urge you to refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia. I urge you to refuse compliance with Trump's executive order banning immigrants from 7 Muslim-majority countries.

Thank you,  
(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**



<b>Reference #</b>	170129-001526
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 06:28 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:36 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:36 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 02:36 PM**

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 06:28 PM**

What is your patriotic duty?

It is to follow the law, including the courts!

This is the American way.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170129-001535
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 06:33 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:38 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:38 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 02:38 PM**

Good afternoon,

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 06:33 PM**

Stop defying court orders to afford detainees access to counsel, and respect the rule of law! You are openly subverting the Constitution each of you swore to support and defend. You are disgracing yourselves and our country. CPB is not above the law. Shame on you!

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-001551
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 06:47 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:44 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:44 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:44 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

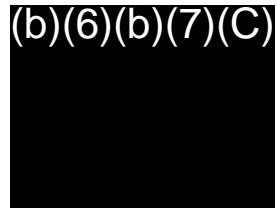
We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 06:47 PM**

My understanding is that those detained at Dulles Airport are now being handcuffed and shipped offsite. CBP cannot do this! You cannot ignore the orders of the Eastern District of Virginia and the injunction now in place. The detainees at Dulles must be given access to attorneys on the ground immediately. I am an attorney in Texas and will not stand for this violation of due process. The CBP must stop these gross violations of law. What you are doing subverts everything this country stands for. We will not stand by and allow the Trump administration to bulldoze our Constitution and the rule of law. I'm not hiding in the shadows!

(b)(6)(b)(7)(C)



**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001581
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 07:08 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:12 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 07:08 PM

First of all, the email server is incredibly difficult to submit a message on. The subjects in your drop box that I clicked on were never accepted.

However, here's my anonymous complaint, in the form of questions:

Is it true that you're holding people who flew into US on January 28th, that you are not processing them, and that they are being detained at the equivalent of travel ban sites? If so, when will they be processed and released? Who has given you orders or directions to do this (such instructions are not part of Trump's executive order)?

I would appreciate any information. I would also request that you be more forthcoming to the press and to attorneys seeking information about detainees.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170129-001584
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 07:12 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:12 AM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 07:12 PM

I am outraged that CBP staff at Dulles are not complying with a court order to allow lawyers to see people the CBP has detained. This is unacceptable behavior.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information



<b>Reference #</b>	170129-001612
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 07:39 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:13 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:13 AM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:13 AM

Good morning,

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 07:39 PM

Is the CBP (or its agents) obligated to abide by any federal laws, regulations, or court orders? I'm asking because it seems that CBP agents are refusing to abide by the TRO issued by Hon. Leonie M. Brinkema yesterday. If the CBP is not bound by this court order, are there any laws or court orders that it is bound by?

### Primary Contact

First Name:

Last Name:

Organization:

Login:

Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-001618
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 07:43 PM
<b>Date Initial Solution Response</b>	01/30/2017 12:36 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 12:36 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 12:36 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP).

The Department of Homeland Security will continue to enforce all of the president's Executive Orders in a manner that ensures the safety and security of the American people. The president's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The president's Executive Order affects a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. Yesterday, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the president's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 07:43 PM**

As a US Citizen and tax-paying, law-abiding, country-loving patriot I implore you to follow the rulings set forth by several Federal Judges in providing safe access to this country and by not denying legal assistance to detainees under Trump's inhumane and unAmerican travel ban.

Furthermore I urge you to extend compassionate and civilized welcome to all refugees from harsher regimes, and to resist the tyranny of Executive actions that threaten to turn our country into as repressive and dangerous a place as the countries that are being banned.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

Street  
City  
State/Province  
Postal Code  
Country

Additional Information

<b>Reference #</b>	170129-001637
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 08:00 PM
<b>Date Initial Solution Response</b>	01/30/2017 12:40 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 12:40 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 12:40 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP).

The Department of Homeland Security will continue to enforce all of the president's Executive Orders in a manner that ensures the safety and security of the American people. The president's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The president's Executive Order affects a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. Yesterday, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the president's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 08:00 PM**

I urge you not to comply with Trump's immigration ban and to refuse to follow the administration's racist and xenophobic orders.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170129-001638
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 08:01 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:21 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:21 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 01:21 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/29/2017 08:01 PM

I urge you to refuse compliance with the ban on refugees in a stand against racism, xenophobia and Islamophobia.

I urge you to refuse compliance with Trump's executive order banning immigrants from 7 Muslim-majority countries.

We, in the San Francisco Bay Area will fight to remain a sanctuary city and will not allow people to be racially profiled based on national origin. We have no tolerance for racism, xenophobia or Islamophobia.

I know that these families, like many people, are fleeing for their lives in large part because of US policy and military action in their countries of origin. Turning them away, could mean a death sentence.

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170129-001640
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 08:02 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 12:55 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous - Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/29/2017 08:02 PM

I urge you not to comply with Trump's immigration ban and to refuse to follow the administration's racist and xenophobic orders.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information



<b>Reference #</b>	170129-001660
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 08:16 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:38 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:38 PM
<b>Customer SmartSense</b>	-2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comments - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 01:38 PM**

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/29/2017 08:16 PM**

What right do you fascist pigs have to deny a court order and illegally hold lawful green card holders? Hope you all burn in hell.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

**Additional Information**

<b>Reference #</b>	170129-001700
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 09:12 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:59 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:59 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 01:59 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/29/2017 09:12 PM**

I want to express my absolute opposition to the administration's executive order banning refugees and Muslims from selected countries. Please do not comply with this unlawful, racist, and unconstitutional order.

(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**

Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170129-001715
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 09:30 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:07 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Customer (N/A N/A)

01/29/2017 09:30 PM

The CBP is in contempt of court for not allowing detained persons legal council. That is illegal! Your Welcome :))

### Primary Contact

First Name: N/A

Last Name: N/A

Organization:

Login:

Title:

Contact Type:

Email: (b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone: (b)(6)(b)(7)(C)

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information

<b>Reference #</b>	170130-000008
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:09 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:20 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:20 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response (b)(6)(b)(7)(C)**

**01/31/2017 08:20 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 12:09 AM**

"U.S. Customs and Border Protection agents at this airport outside Washington, D.C., are defying the judge's order, blocking attorneys from talking to the lawful permanent residents CBP is detaining here."

[http://www.huffingtonpost.com/entry/dulles-airport-feds-violated-court-order\\_us\\_588d7274e4b08a14f7e67bcbf?ljprzucqz03cba9k9%3F\\_clear](http://www.huffingtonpost.com/entry/dulles-airport-feds-violated-court-order_us_588d7274e4b08a14f7e67bcbf?ljprzucqz03cba9k9%3F_clear)

These CBP agents should be fired. If their superiors don't do it, they should be fired. No one is above the law (the law is determined by a federal judge, not the bigoted President!).

When is CBP going to uphold the Constitution that you all swore to follow?

Please answer this note.

(b)(6)(b)(7)(C)

### Primary Contact

First Name:

Last Name:

Organization:

Login:

Title:

Contact Type:

Email:

(b)(6)(b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information

<b>Reference #</b>	170130-000074
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:23 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:16 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:16 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 02:16 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 01:23 AM

Congressman Don Beyer says your agents have violated a court order from the United States District Court for the Eastern District of Virginia requiring access to detained travelers. I am a retired lawyer and I can represent you in the upcoming contempt of court hearings.

But since I would love to see several of you go to jail, I cannot promise to do a very good job. (Better than the idiots at the Whitehouse who drafter the travel ban, though!)

(b)(6)(b)(7)(C)



**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-000075
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:29 AM
<b>Date Initial Solution Response</b>	02/01/2017 08:00 AM
<b>Last Updated</b>	02/02/2017 07:02 AM
<b>Date Closed</b>	02/01/2017 08:00 AM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **02/01/2017 08:00 AM**  
**Dear** (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/30/2017 01:29 AM**

Hello! My name is (b)(6)(b)(7)(C) and I'm your constituent from Lawrence, Kansas. I desire to voice my opposition to President Trump's executive order currently in place for an immigration ban.

I understand we need to keep our country's borders safe, but this order is discriminatory to the seven countries it includes, and based on fear more than fact. This action not only slashes refugee admissions and grinds any possibility of necessary resettlement to a halt but also creates mass confusion and discouragement for current green-card holders that have already been thoroughly vetted to become lawful residents. The rushed release of this hateful and

unconstitutional order has caused mass confusion and concerns across a country built on the strength of immigrants and across the world. This prejudiced announcement flies in the face of core American values and this country's founding principles. It does not reflect the welcome for refugees, diversity and multi-culturalism I see in my community every day.

Please urge President Trump to abandon this plan and do everything in your power to stop this.

#### **Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

#### **Additional Information**

<b>Reference #</b>	170130-000103
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:58 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 02:00 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer**

**01/30/2017 01:58 AM**

I am writing to request that the U.S Customs and Border Protection agency which works on behalf of the citizens of the United States of America cease the illegal detention of those traveling from countries banned by the President's recent order. Obey the law. An order has been issued by the united states courts and has been presented to your agency. I, and all other Americans who believe in the U.S constitution. request that U.S. Customs and Border Protection comply with the law. It is your duty to the people of this country and the laws of our land.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170130-000118
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 02:10 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:04 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:04 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:04 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/30/2017 02:10 AM**

At Dulles International Airport, your agents are violating a court order by refusing to allow permanent legal residents access to attorneys.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170130-000254
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 03:28 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:21 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:21 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Compliment
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:21 AM

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 03:28 AM

Because you all practice democracy in America, I know DHS will honor all humyns with respect and dignity. I know that you will call out the absurd orders from trump to discriminate against a group of people based on their religious beliefs or nationality, because you all truly represent america as the land of the free for all to be treated equally. I know that all who have been detained or limited to return home will soon be free to do so!

Thank you for choosing to uphold what Democracy should be! I know you all will choose to be at the forefront of Americas moral compass during this time of corporate greed and take overs.

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**



<b>Reference #</b>	170130-000638
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 06:29 AM
<b>Date Initial Solution Response</b>	01/30/2017 02:15 PM
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:15 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

01/30/2017 02:15 PM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

01/30/2017 06:29 AM

I am writing as a concerned citizen to express concern about reports that the Customs and Border Protection Agency has not been honoring the court-ordered stays on President Donald Trump's Executive Order deporting and detaining current visa holders from the countries mentioned in the Executive Order. As Senators Tammy Duckworth and Dick Durbin said, "The United States Constitution means little if law enforcement agents disregard it." I have heard that detentions persist despite the court orders at Dulles specifically, but I'm concerned about the practice at any U.S. airport. I would urge the Customs and Border Protection Agency to uphold American values by honoring all judicial

orders in this matter. Thank you.

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street:** (b)(6)(b)(7)(C)  
**City:**  
**State/Province:** [REDACTED]  
**Postal Code:** [REDACTED]  
**Country:** [REDACTED]

### Additional Information

<b>Reference #</b>	170130-000743
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 07:20 AM
<b>Date Initial Solution Response</b>	01/30/2017 03:42 PM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/30/2017 03:42 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 03:42 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/30/2017 07:20 AM**

It has come to my attention that your office is defying a rather modest court order designed to slow down the chaotic process resulting from President Trump's OE. Even taking people to undisclosed locations (which sounds regrettably like an extrajudicial black site) and preventing them from speaking to lawyers. If this is the case, your agency is setting the stage for a constitutional crisis. I trust that the people responsible for ignoring the court order will lose their jobs. If they don't, it evidences serious corruption at the top of CBP.

**Primary Contact**

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-001385
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 10:23 AM
<b>Date Initial Solution Response</b>	01/30/2017 01:56 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:56 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/30/2017 01:56 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 10:23 AM**

Hello,

I admire and respect the staff of Customs and Border Protection, who work so hard to protect America. Yet I am dismayed at the cruel and disorganized implementation of Pres. Trump's un-Constitutional executive order banning people from certain Muslim countries, regardless of their status or visas, from entering the U.S. If the order was so unclear, and it is, could you not have asked for clarification before deporting people who may be at risk of their lives?

Please follow the rule of law and release all detainees.

Further, each and every person traveling to the U.S. and denied entry has the right to consult a lawyer, immediately. I am also concerned at the many reports of Customs officials denying access to detainees to legal aid and even to members of Congress who showed up to help in the chaos at airports. And there were reports of people being denied food and water as well.

Admittedly the order itself is a muddle (and wrong) but your organization does not seem to have handled it well. I hope you will follow our laws, through which you have been ordered to release detainees.

Thank you.

Sincerely,

(b)(6)(b)(7)(C)

#### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

(b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

#### Additional Information

<b>Reference #</b>	170130-001813
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 11:52 AM
<b>Date Initial Solution Response</b>	01/31/2017 08:22 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:22 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:22 AM

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 11:52 AM

I have been watching the deeply troubling incidents involving the U.S. Customs and Border Protection employees this past weekend and continuing now. I understand that your work protecting our borders and our country is important, difficult, and not always appreciated. And I also recognize that you are in a particularly difficult position now -- between a rock and a hard place, if you will.

However difficult, I hope you will keep in mind that you are public servants and not allow yourselves to be turned into Bannon and Trump's goon squads. You may take offense at my saying this but the CBP could easily be dragged down that road and be used against the people it is sworn to

protect.

A retired public servant

### **Primary Contact**

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### **Additional Information**



<b>Reference #</b>	170130-001856
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:03 PM
<b>Date Initial Solution Response</b>	01/30/2017 01:29 PM
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:29 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response (b)(6)(b)(7)(C)**

**01/30/2017 01:29 PM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer (b)(6)(b)(7)(C)**

**01/30/2017 12:03 PM**

My complaint is related to the news on Saturday night regarding the Muslim detainees. These people, well they are people. They were given the okay to come to the country, followed all of the rules, and were treated as criminals when they arrived. Many possess permanent residency and green cards and have jobs and families in the United States. We are ripping families apart. Some are refugees who have endured inconceivable hardships to be here. I understand the President has issued an executive order, but our President is a sick individual and I have been hoping that citizens of the United States will know right from wrong when given immoral orders.

My husband is a Canadian with a permanent resident and

green card. He has lived in the United States for 18 years, has a job here, and we have to children together. Since the President was elected he has applied for citizenship but it is not final yet. Because of the horrible acts that occurred at our border we can never trust America again. Prior to this instance, he purchased plane tickets to Vancouver, CA to attend a work-related conference in April. He no longer feels safe to go, unsure if the United States will let him in. I know there is no executive order against Canada or Canadians, but there is no telling who will fall out of favor under this sick president we now have. This is what your actions have done. I completely distrust my government. I fear for my family. I cry for other families who are not as lucky. I am having trouble sleeping.

Please stand up to the maniac that is our President and refuse to follow his executive orders, similar to what the Park Service is doing.

Thank you,

(b)(6)(b)(7)(C)

### Primary Contact

**First Name:**

**Last Name:** (b)(6)(b)(7)(C)

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country** United States

### Additional Information

<b>Reference #</b>	170130-002011
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:36 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:14 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous - Comment - Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/30/2017 12:36 PM

I am logging a complaint regarding the many CBP officials who have treated human beings with complete lack of empathy - specifically since the (likely illegal) EO issued by Trump. Do you remember the Nuremburg trials? Following orders was not a valid excuse. It is not an excuse to your fellow Americans nor the world. (If you believe in God, I doubt it will be a valid excuse with him either). Anyone with decency would organize a strike on behalf of your staff or walk off the job - period. You are expected to stand up to what is wrong.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
  
**Login:**  
**Title:**  
**Contact Type:**  
  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170130-002038
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 12:41 PM
<b>Date Initial Solution Response</b>	01/30/2017 03:41 PM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/30/2017 03:41 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/30/2017 03:41 PM

Good afternoon,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 12:41 PM

Dear Sir or Madam,

I am writing because I would like to register my anger, dismay, and disgust that Customs and Border Protection did not follow the orders of the Judicial Branch this weekend and that officers of the CBP refused to meet with members of Congress at airports this weekend.

I would like an explanation as to why CBP seems to feel like it is above the rule of law and why it is not answering to the Judicial Branch.

Regards,

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-002163
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:07 PM
<b>Date Initial Solution Response</b>	02/01/2017 08:03 AM
<b>Last Updated</b>	02/02/2017 07:02 AM
<b>Date Closed</b>	02/01/2017 08:03 AM
<b>Customer SmartSense</b>	+2 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>Incident Date</b>	01/27/2017 12:00 PM
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	General 1st
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

02/01/2017 08:03 AM

Good morning (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

We cannot comment on a specific case, but please understand, The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C)

01/30/2017 01:07 PM

(b)(6)(b)(7)(C) was denied entry into the U.S. as a result of the executive order signed by Donald Trump barring entry for legal, documented immigrants from seven countries. (b)(6)(b)(7)(C) was traveling back from Iran, where she is a citizen, to resume her work and studies at the CUNY Grad Center. She was in transit by way of Abu Dhabi when she was forbidden to board a plane to New York and was detained for almost 18 hours. She has now been able to fly back to Tehran, but is still barred from reentry to the U.S.

### Primary Contact

First Name: (b)(6)(b)(7)(C)  
Last Name: [REDACTED]  
Organization:  
Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone: (b)(6)(b)(7)(C)  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street (b)(6)(b)(7)(C)  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170130-002253
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:30 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:08 AM
<b>Date Closed</b>	01/30/2017 01:51 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - Trump Crazy??

### Discussion Thread

~~FOUO - Law Enforcement Sensitive~~ (b)(6)(b)(7)(C) 01/30/2017 01:51 PM  
No response / closed

### Customer

01/30/2017 01:30 PM  
Is President Trump crazy? Is John Kelly a lickspittle?

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**

**Login:**  
**Title:**  
**Contact Type:**

**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**

**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**

**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information



<b>Reference #</b>	170130-002336
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:48 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:24 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:24 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/31/2017 08:24 AM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/30/2017 01:48 PM**

Dear Commissioner,

I am an American citizen and registered voter in Oregon. I am asking you, as someone who has a Muslim brother-in-law who is a legal resident of the United States, to cease and desist enforcing President Trump's "Muslim ban."

This is for several reasons:

- It was not properly reviewed, planned, or vetted with appropriate Executive Branch officials, including the Department of Homeland Security. It was promulgated purely by an inner circle of the President's staff, none of whom are subject to Congressional review and whose

authority comes purely from the President

- It does absolutely nothing to protect the safety of the United States or its citizens, and has no effectiveness whatsoever in preventing terrorism against the US

- It violates the rights of legal residents of the United States, as well as the human rights of others

- It is creating chaos in airports worldwide, particularly within the United States

- It causes hardship to many people who are seeking to enter the United States for perfectly valid reasons, on valid visas (including long-term student and work visas)

And, most importantly,

- The courts have ordered CBP to stop. Your agents risk contempt of court if they continue to enforce this order. Worse, DHS' actions - under orders from President Trump - risk a Constitutional crisis between the branches of government.

For all these reasons, I ask you to intervene immediately and stop implementing this policy.

Thank you

(b)(6)(b)(7)(C)

Grants Pass, OR

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

(b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170130-002370
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 01:55 PM
<b>Date Initial Solution Response</b>	01/30/2017 02:50 PM
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:50 PM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 02:50 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** **01/30/2017 01:55 PM**

Hello,

I am writing out of deep concern about the various CBP agents defying judicial orders to release detainees and/or allow them contact with lawyers. Reported incidents of this occurred at almost all major American airports. This government is still one with checks and balances, where the federal branch does NOT make laws. These actions have shamed me as an American and contributed to widespread distrust of your agency. I encourage you to release a public statement as soon as possible explaining these unjust and illegal actions.

(b)(6)(b)(7)(C)

**Primary Contact**

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

**Additional Information**

<b>Reference #</b>	170130-002431
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 02:08 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:07 AM
<b>Date Closed</b>	01/30/2017 02:09 PM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protection the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer** 01/30/2017 02:08 PM

Hi! I'm really concerned about whether CBP is appropriately respecting the Eastern District of New York ruling of January 28th, 2017; there are reports that, as of today (Monday January 30th), CBP is still working to stop lawful permanent residents and other travellers with valid visas from entering the US and being able to safely and freely leave the airport. This is a cause for strong concern if it's true; please investigate.

### Primary Contact

**First Name:**  
**Last Name:**  
**Organization:**  
  
**Login:**  
**Title:**  
**Contact Type:**  
  
**Email:**  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

### Additional Information

<b>Reference #</b>	170130-002627
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 02:49 PM
<b>Date Initial Solution Response</b>	01/30/2017 03:39 PM
<b>Last Updated</b>	02/02/2017 07:05 AM
<b>Date Closed</b>	01/30/2017 03:39 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nations from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C) **01/30/2017 03:39 PM**  
 Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer** (b)(6)(b)(7)(C) **01/30/2017 02:49 PM**

I am writing to ask what your official position is regarding the Un-Constitutional Executive Order issued by President Trump. It is my understanding that giving preferential treatment based on religion is a violation of Federal Law as well as core principles that the United States of America was founded upon.

Obviously your organization is caught in between a rock and a hard place right now; if you continue to obey the illegal Executive Order you are violating the Constitution but if you disobey the illegal Executive Order you are violating the Chain of Command. The decisions your leadership makes

regarding the illegal Executive Order will be attract negative attention whether they choose to enforce the Ban or not - there is no safe, neutral position that can be taken on this issue. I think its important for the leadership of the Customs and Border Patrol department to remember the lesson of the Nuremberg Trials - specifically that crimes committed while following orders are still crimes you can be held responsible for.

Do you really want to violate the U.S. Constitution for the purpose of supporting the most unpopular U.S. President in history?

Do you really think President Trump will stay in Office long enough to be able to protect you from the legal consequences of violating the Constitution?

Do you really think its in America's best interest for the CBP to take orders from someone whose behavior has already called into question his mental stability as well as his relationship with objective reality?

These are rhetorical questions that I urge you to consider carefully but the only question I am actually wanting a reply to is:

What is the CBP's position regarding the recent Executive Order that places new restrictions on who is allowed to enter the United States of America?

### Primary Contact

**First Name:** (b)(6)(b)(7)(C)  
**Last Name:** [REDACTED]  
**Organization:** [REDACTED]  
**Login:** (b)(6)(b)(7)(C)  
**Title:** [REDACTED]  
**Contact Type:** [REDACTED]  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:** [REDACTED]  
**Email - Alternate #2:** [REDACTED]  
**Office Phone:** (b)(6)(b)(7)(C)  
**Mobile Phone:** [REDACTED]  
**Fax:** [REDACTED]  
**Assistant Phone:** [REDACTED]  
**Home Phone:** (b)(6)(b)(7)(C)  
**Street:** (b)(6)(b)(7)(C)  
**City:** [REDACTED]  
**State/Province:** [REDACTED]  
**Postal Code:** [REDACTED]  
**Country:** [REDACTED]

### Additional Information

<b>Reference #</b>	170130-003129
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 04:36 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:26 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:26 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment -EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:26 AM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 04:36 PM

Who do you fascist f\*cks think you are that you can ignore court orders?

This is not protecting the nation or we would not be stopping people from these 7 countries but from the ones where DJT makes \$\$\$\$. I resent having to make this false choice of topics.

### Primary Contact

First Name:

Last Name:

Organization:



Login:  
Title:  
Contact Type:  
Email: (b)(6)(b)(7)(C)  
Email - Alternate #1:  
Email - Alternate #2:  
Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:  
Street  
City  
State/Province  
Postal Code  
Country

**Additional Information**

<b>Reference #</b>	170130-003429
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 06:18 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:27 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:27 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:27 AM

Good morning,

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

Approximately 80 million international travelers enter the United States every year. On January 28, 2017, less than one percent of the more than 325,000 international air travelers who arrive every day were inconvenienced while enhanced security measures were implemented. These individuals went through enhanced security screenings and are being processed for entry to the United States, consistent with our immigration laws and judicial orders.

We are committed to ensuring that all individuals affected by the Executive Orders, including those affected by the court orders, are being provided all rights afforded under the law. We are also working closely with airline partners to prevent travelers who would not be granted entry under the Executive Orders from boarding international flights to the U.S. Therefore, we do not anticipate that further individuals traveling by air to the United States will be affected.

The Department of Homeland Security will faithfully execute the immigration laws, and we will treat all of those we encounter humanely and with professionalism. No foreign national in a foreign land, without ties to the United States, has any unfettered right to demand entry into the United States or to demand immigration benefits in the United States.

The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 06:18 PM

Dear Fellow American workers at the CBP,

I'm reminding you that OUR first loyalty is to the United States' Constitution. We each have the obligation to protect and preserve the liberty we are each afforded and for which so many people have died protecting for us.

Even - actually - especially when an Executive order conflicts with preserving the rights hard won for every American citizen.

We are ALL the children of immigrants, whether it was our parents, grandparents or farther back, we are here because someone left everything to come make a better life here.

My father's mom was pregnant with him in 1939 and was unable to come to the USA because there was a ban on Jews for fear they were Communists. So, my father was born in a concentration camp. After surviving unspeakable horrors, they were able to get sponsorship in 1949.

My father cherishes America and raised his family to cherish the USA. Most people who struggle to get here and find shelter feel the same way.

I can not remain silent, nor can you, when people who have had to flee for their lives come to us for help.

Thank you and bless you.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170130-003523
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 07:10 PM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:28 AM
<b>Customer SmartSense</b>	0 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Illegal Activity
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer (Anonymous Illegal activity)** 01/30/2017 07:10 PM

Illegal Activity

Despite a court ruling, US Customs and Border Protection Agency at Dulles International Airport has refused to grant attorneys access to any detainees it may be holding. By my view, this is illegal activity.

### Primary Contact

**First Name:** Anonymous

**Last Name:** Illegal activity

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:** (b)(6)(b)(7)(C)

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information

<b>Reference #</b>	170130-003540
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 07:18 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:29 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:29 AM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Response** (b)(6)(b)(7)(C)

**01/31/2017 08:29 AM**

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

The Department of Homeland Security will continue to enforce all of the President's Executive Orders in a manner that ensures the safety and security of the American people. The President's Executive Orders remain in place—prohibited travel will remain prohibited, and the U.S. government retains its right to revoke visas at any time if required for national security or public safety. The President's Executive Orders affect a minor portion of international travelers, and is a first step towards reestablishing control over America's borders and national security.

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The Congress provided the President of the United States, in section 212(f) of the Immigration and Nationality Act (INA), with the authority to suspend the entry of any class of aliens the President deems detrimental to the national interest. This authority has been exercised by nearly every President since President Carter, and has been a component of immigration laws since the enactment of the INA in 1952.

The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

**Customer**

**01/30/2017 07:18 PM**

Hello,  
I wanted to share my opinion regarding Trump's actions surrounding his recent Executive order limiting refugees and Green Card holders into the US: I find it to be un-American, and would be utterly ineffective and preventing terrorism in the US; particularly because none of the countries on the ban list have produced terrorist who have attacked the US homeland in the last 20 years. I have visited, donated to, and volunteered at the Dulles International Airport over the past few days and I found it heartwarming that so many professional lawyers, attorneys, and non-professionals showed their support by giving free legal advice, and vocalizing the idea that we are a nation of immigrants and all

good people should be welcome.  
Thank you for taking the time to read this email.

**Primary Contact**

**First Name:**  
**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

<b>Reference #</b>	170130-003712
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/30/2017 09:13 PM
<b>Date Initial Solution Response</b>	01/31/2017 08:30 AM
<b>Last Updated</b>	02/02/2017 07:04 AM
<b>Date Closed</b>	01/31/2017 08:30 AM
<b>Customer SmartSense</b>	-1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	+1 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Email Us
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Comment - EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

Response (b)(6)(b)(7)(C)

01/31/2017 08:30 AM

Dear (b)(6)(b)(7)(C)

Thank you for taking the time to email the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP) on the President's Executive Orders on Protecting the Nation from Foreign Terrorist Entry into the United States.

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The Department of Homeland Security will comply with judicial orders; faithfully enforce our immigration laws, and implement the President's Executive Orders to ensure that those entering the United States do not pose a threat to our country or the American people.

We appreciate your comments and concerns.

Compliments and Complaints Branch

Customer

01/30/2017 09:13 PM

I am shocked that the U.S. Customs and Border Protection officials chose to obey the President's illegal executive order and to defy the court order.

I don't want to hear that you were "only doing your job." The Nazis who incinerated Jews were only doing their job.

(b)(6)(b)(7)(C)

### Primary Contact

First Name:

**Last Name:**  
**Organization:**  
**Login:**  
**Title:**  
**Contact Type:**  
**Email:** (b)(6)(b)(7)(C)  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**



<b>Reference #</b>	170129-000012
<b>Status</b>	Closed
<b>Assigned To</b>	(b)(6)(b)(7)(C)
<b>Product</b>	Executive Order - Protecting the Nation from Foreign Terrorist Entry to U.S. Opposing EO
<b>Category</b>	Land Border, Airport, or Seaport
<b>Disposition</b>	Commentator
<b>SLA</b>	Not specified
<b>Queue</b>	Complaints
<b>Date Created</b>	01/29/2017 12:17 AM
<b>Date Initial Solution Response</b>	None
<b>Last Updated</b>	02/02/2017 07:06 AM
<b>Date Closed</b>	01/30/2017 02:42 PM
<b>Customer SmartSense</b>	+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>	0 (on -3 to +3 scale)
<b>Response Needed</b>	Yes
<b>Language</b>	English
<b>Dist Field Office</b>	New York
<b>PLOR</b>	Not Warranted
<b>Privacy Issue</b>	No
<b>Referred out of CIC</b>	No
<b>Form Type</b>	Complaint Anonymous
<b>Created by Generic Supervisor</b>	No
<b>Disposition (CF)</b>	Not Applicable
<b>Auto Close</b>	No
<b>Video Footage Attached</b>	No

## Anonymous Comment- EO Protecting the Nation from Foreign Terrorist Entry

### Discussion Thread

**Customer**

**01/29/2017 12:17 AM**

Dear Commissioner,

I am writing to ask that you and those dedicated civil servants whom you oversee uphold your oath to the Constitution and the laws of the United States by refusing to enforce the president's illegal executive order suspending entry to the country for nationals of seven Muslim-majority nations. The order, which currently excludes legal permanent residents and dual citizens from entering the United States, is clearly illegal. Under the Immigration and Nationality Act of 1965, "No person shall... be discriminated against in the issuance of an immigrant visa because of his... nationality [or] place of birth." (8 U.S.C. § 1152(a)) Banning legal permanent residents from entering the country on the basis of national origin clearly violates both the letter and spirit of this statute.

Not only do you have a moral obligation not to enforce an illegal executive action, but you are also protected from adverse action being taken against you for such a refusal. Under 5 U.S.C. § 2302(b)(9)(D), agencies cannot "take or fail to take, or threaten to take or fail to take, any personnel action against any employee or applicant for employment... for refusing to obey an order that would require the individual to violate a law." You have an obligation to act

I am asking, as a fellow citizen, that you continue your agency's longstanding commitment to the enforcement of our nation's laws by refusing to enforce President Trump's executive action against legal permanent residents and dual nationals. You would enjoy the protection of federal law in doing so.

### Primary Contact

**First Name:**

**Last Name:**

**Organization:**

**Login:**

**Title:**

**Contact Type:**

**Email:**

**Email - Alternate #1:**

**Email - Alternate #2:**

**Office Phone:**

**Mobile Phone:**

**Fax:**

**Assistant Phone:**

**Home Phone:**

**Street**

**City**

**State/Province**

**Postal Code**

**Country**

### Additional Information